

IMPORTANT INFORMATION REGARDING

Arizona Clerk of Court
Child Support Payments

The Arizona Electronic Payment Card is changing from the current Bank of America Visa® Card and will soon be replaced with the Way2Go® Prepaid Mastercard® issued by Comerica

What's happening: The State of Arizona is transitioning to a new contract for Electronic Payment Card (EPC) services. The Arizona Department of Economic Security (DES) will soon be replacing your Bank of America Visa® Card with the **Way2Go Card®** Prepaid Mastercard® issued by Comerica.

What to expect: The new **Way2Go Card®** will be sent to you by mail no later than September 23, 2021. Starting September 23, 2021, all Child Support payments will automatically be deposited to the new **Way2Go Card®**. Once activated, you can begin using the new **Way2Go Card®** everywhere you use your current EPC.

If your mailing address or contact information has changed, please contact your Clerk of Court for instructions:

<https://www.azcourts.gov/selfservicecenter/Superior-Court-Clerks-of-the-Court>

What you need to know about the current (outgoing) Bank of America Visa® Card:

- After September 23, 2021, no payments will be made to your Bank of America card, but any funds already on the card will still be available for use until December 31, 2021. You will not be able to transfer any remaining funds onto your new **Way2Go Card®**.
- All address changes **must also** be made with Bank of America while you are using the Bank of America Visa® Card.
- Before December 31, you can locate ATMs and participating banks, make an online transfer, or pay bills online at: www.bankofamerica.com/azdesEPC.
- If you have any remaining funds on your Bank of America card after December 31, 2021, you will need to contact Bank of America to retrieve your funds.
- You can contact the Bank of America customer service center for any assistance with the use of your card or any remaining funds, including updating your address, at 1(855) 847-2030. Hearing-impaired customers call TTY: 1(866) 656-5913. There is no charge for this service.

What you need to know about the new Way2Go® Prepaid Mastercard® issued by Comerica:

- All child support payments received on or after September 23, 2021 will be deposited to your new **Way2Go® Card**. Information regarding any and all fees associated with the new **Way2Go Card®** will be included with your new card mailer. This information is also available by contacting the Clerk of the Court using the website listed above.
- Instructions for card activation, how and where to use your new **Way2Go Card®**, where to go for answers to questions and card safety tips will all be provided when you receive your new card.

Note: If you are receiving both unemployment benefits and child support payments, your new Way2Go® card will be used for both payments. However, this card will not replace an Electronic Benefits Transfer (EBT) card for Nutrition or Cash Assistance.